

**DHHS**Department of  
Health &  
Human Services**FOR IMMEDIATE RELEASE****Monday, July 26, 2021**

### **Milwaukee County's Aging Resource Center and Disability Resource Center to Re-Open to In-Person Services August 2<sup>nd</sup>**

Milwaukee—In-person, walk-in services are resuming for older adults and individuals with differing abilities at Milwaukee County's Department of Health and Human Services (DHHS) building, located at 1220 W. Vliet Street, beginning Monday, August 2, 2021. The Aging Resource Center (ARC) and Disability Resource Center (DRC) in the Marcia P. Coggs building will be open during regular business hours, Monday through Friday, from 8:00 AM to 4:00 PM. The regular business hours for GO Pass services are Monday through Friday from 9:00 AM to 2:00 PM. People seeking services at the Coggs location should go to the Disability Resource Center reception desk on the third floor of the building. In addition to resuming in-person services at the Coggs building, in-person home visits for long-term care functional screenings and in-person options counseling will also resume.

Throughout the pandemic, DHHS and the ARC and DRC adapted service delivery to be able to continuously provide access to services and support, in some cases expanding services, to meet the needs of residents in Milwaukee County. Now that in-person services are resuming, Dementia Care Specialists, Disability Benefits Specialists, Elder Benefits Specialists and other staff will be able to serve people in the office or in their homes.

"We are very pleased to be able to once again serve people in-person. During the pandemic, we had to rapidly adjust to be able to maintain high quality services and our commitment to racial and health equity," said Shakita LaGrant-McClain, Director, Milwaukee County Department of Health and Human Services. "Through innovation and creativity, we were able to continue to deliver services without interruption, and in some cases, were even able to expand services. We have an outstanding staff who never wavered in their commitment to the residents of Milwaukee County."

The ARC and DRC are the place to go to get accurate, unbiased information on all aspects of life related to aging or living with a disability. The ARC/DRC provide information on a broad range of programs and services, helping people understand the various long-term care options available to them, apply for programs and benefits, and serve as an access point for publicly funded long-term care. Additionally, the Aging Division coordinates a variety of social services such as home-delivered meals, family caregiver supports, congregate meals, senior center programming, and other services for older adults in Milwaukee County.

Aging Services that will be available in-person for older adults include:

- Information and Assistance—Accurate and timely information about community resources for older adults.
- Options Counseling—One-on-one consultation about privately and publicly funded long-term care options to allow each individual to make the best-informed decisions for his or her needs.
- Elder Benefits--Information about public and private benefits including Medicare, Medicaid and Social Security among others.
- Dementia Care Specialists—Information and support for caregivers and people experiencing memory loss.
- Prevention and Wellness—Wellness and prevention workshops to promote healthy living
- GO Pass—Determine eligibility for Milwaukee County reduced bus fare
- Burial Services—Determine State and County financial eligibility for the deceased funeral expenses.
- Interim Disability Assistance Program



Disability Services that will be available in-person for individuals with disabilities ages 18 through their lifespan include:

- Information and Assistance—Accurate and timely information regarding community resources for older adults.
- Options Counseling—One-on-one consultation about privately and publicly funded long-term care options to allow each individual to make the best-informed decisions for his or her needs.
- Disability Benefits—Information about public and private benefits including Medicare, Medicaid and Social Security among others.
- Burial Services—Determine State and County financial eligibility for the deceased funeral expenses.
- GO Pass—Determine eligibility for Milwaukee County reduced bus fare.
- Adult Protective Services—Confidential investigations of abuse, neglect, self-neglect, and financial exploitation.
- Interim Disability Assistance Program—Determine financial assistance for individuals waiting for Supplemental Security Income (SSI).
- Youth Transition Services—Coordinate transitional services from the Children’s System of Care to the Adult System of Care.

Children Services that will be available for children birth to age 22 include:

- Birth to Three Program—Evaluation and early childhood intervention services.
- Children’s Long-Term Services—Services for children with severe disabilities.
- Children’s Community Options Program—A funding source to purchase services and/ or equipment for severely disabled children residing with their biological parent(s), adoptive parent(s), or legal guardian.
- Youth Transition Services—Coordinate transitional services from the Children’s System of Care to the Adult System of Care.

For more information, contact:

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